

Observation Process

- KPMG Consulting releases a Draft Observation Report to the Commission.
- The Commission is expected to review the Draft Observation Report within two business days. The Commission has the option to extend the review period.
- The Commission indicates whether the Draft Observation Report can be posted.
- The Draft Observation becomes an Open Observation. KPMG Consulting releases the Open Observation Report to Ameritech. Within three business days of releasing the Open Observation, KPMG Consulting will post the Observation Report on the OSS Testing web site: www.osstesting.com. Commissions will have the ability to provide a link to the OSS Testing web site from individual state web sites.
- A weekly conference call will be held so that KPMG Consulting, Hewlett Packard, the Commission and Ameritech may discuss Open Observations.
 - The CLEC community and other interested parties will be invited to participate in these conference calls. These parties will be able to ask clarifying questions during the calls.
 - KPMG Consulting will record minutes of conference calls held for each Observation. These minutes will include the status of each Observation as well as action items that arise during the conference call. The official minutes from each conference call will be posted on the OSS Testing web site: www.osstesting.com.
- Upon request by KPMG Consulting or Hewlett Packard, Ameritech will respond in writing to an Observation. This request may be made when the Observation is first released to Ameritech, or after discussion of the Observation on the weekly call. In either case, Ameritech will have five business days, after being notified that a written response is requested, in which to provide a written response. Ameritech will also have the option to initiate a written response to an Observation. These responses will describe either a clarification of the issue(s) identified in the Observation or Ameritech's intended fix(es) to the problem. Any written responses from Ameritech will be posted on the OSS Testing web site: www.osstesting.com. Commissions will have the ability to provide a link to the OSS Testing web site from individual state web sites.

An Observation can progress from Open to Closed status if KPMG Consulting or Hewlett Packard determine that the investigation regarding the Observation is completed. Such investigation may include any retest activities that result from Ameritech's response. Additionally, an Observation may be escalated to an Exception if KPMG Consulting or Hewlett Packard determine that the issue would result in a not satisfied evaluation of one or more of the evaluation criteria defined for a particular test.

Exception Process

- KPMG Consulting releases a Draft Exception Report to the Commission.
- The Commission is expected to review the Draft Exception Report within two business days. The Commission has the option to extend the review period.
- The Commission indicates whether the Draft Exception Report can be released.

- The Draft Exception becomes an Open Exception. KPMG Consulting releases the Open Exception Report to Ameritech. Ameritech has ten business days to review the Open Exception and release a written Exception Response. If Ameritech has clarifying questions about the Open Exception, it may provide those in writing to KPMG Consulting, Hewlett Packard and the Commission.
- After an Exception Response is received from Ameritech by KPMG Consulting and the Commission, KPMG Consulting will post the Exception Report and the Exception Response on the OSS Testing web site: www.osstesting.com. Commissions will have the ability to provide a link to the OSS Testing web site from individual state web sites.
- A weekly conference call will be held so that KPMG Consulting, Hewlett Packard, the Commission and Ameritech may discuss Open Exceptions.
 - The CLEC community and other interested parties will be invited to participate in these conference calls. These parties will be able to ask clarifying questions during the calls.
 - KPMG Consulting will record minutes of conference calls held for Exceptions. These minutes will include the status of each Exception as well as action items that arise during the conference call. The official minutes from each conference call will be posted on the OSS Testing web site: www.osstesting.com.

An Exception can progress from Open to Closed status if KPMG Consulting or Hewlett Packard, in consultation with the Commission, determine that the investigation regarding an Exception is completed. Such investigation may include any retest activities that result from Ameritech's response. If the issue is not resolved, the cycle will continue to iterate until closure is reached, no further action is warranted or the Commission specifically exempts the Exception from further testing. Upon closing an Exception, a disposition report will be written and posted to the OSS Testing web site indicating the reason for the Exception closure. At the conclusion of the test, there may be some issues raised by Exceptions that remain open. The Commission will decide how to proceed with such Exceptions.

Carrier Comments

Carrier comments to Observations and/or Exceptions will be provided to the Commission as described in the individual state MTPs. Specific processes for such input may vary per state. Per the list below, Carriers will have the following intervals in which to submit comments to the Commission once the Observations and/or Exceptions are posted to the OSS Testing web site:

State	Observation Interval (business days)	Exception Interval (business days)	Comments
Illinois	5	5	Submit comments via e-mail to Nancy Weber at nweber@icc.state.il.us . Please indicate the Observation or Exception Number in the subject line of your email.
Indiana		X	Submit comments via e-mail to Karl Henry at khenry@urc.state.in.us , Marie Bakunas at mbakunas@earthlink.net , Richard Schwartz at Schwartz at

			rschwartz@mtperson.com , and Frank Darr at darr.1@osu.edu . Please cc: Ameritech271@urc.state.in.us . Please indicate the Exception Number in the subject line of your email.
Michigan		5	Submit comments via e-mail to Thomas Lonergan at thomas.r.lonergan@cis.state.mi.us and Ann Schneidewind ann.r.schneidewind@cis.state.mi.us . Please indicate the Exception Number in the subject line of your email. Carrier comments will be posted to the Commission's 271 website.
Ohio		5	Submit comments via e-mail to ohio.aitoss@puc.state.oh.us : <ul style="list-style-type: none"> • Comments should NOT be e-mailed directly to PUCO Staff. • Comments should be in a Microsoft Word document (.doc format). • Comments should be focused on the exception posted. • Appendices, commission orders from other states, filings in other states, or other supporting material, should not be attached to the comments as they will not be posted on the PUCO's web site. • Please indicate the Exception Number in the subject line of your email.
Wisconsin		5	Submit comments via e-mail in an attached Word document to Nick Linden at linden@psc.state.wi.us and John Kern at kern@voyager.net . Please also copy interested parties using the most recent email distribution list for WI and indicate the Exception Number in the subject line of your email.